



Professional Maintenance Level 2



Certification

Graduates receive DTA Short Course Certificate



Duration

3 days (24 hours)

Course Description

The Professional Maintenance Level 2 course is a three-day advanced training course designed to develop both the technical expertise and leadership capability of maintenance professionals operating in high-value, remote, or environmentally sensitive hospitality environments. Building upon the foundational knowledge covered in Level 1, this course deepens participants' understanding of guest service, advanced systems maintenance, energy and sustainability, and environmental responsibility.

Through technical modules such as pool systems, solar and generator management, HVACR, woodwork, and waste systems, learners are prepared to manage complex installations, troubleshoot high-stakes problems, and implement preventative and sustainable practices across lodge and camp infrastructure.

Course Outcome

- Demonstrate exceptional guest service, communication, and complaint handling in a maintenance context
- Perform advanced pool maintenance, including chemical testing, filter care, and water balancing
- Maintain and troubleshoot solar power and generator systems, including batteries, timers, and inverters
- Understand and apply energy conservation strategies to reduce generator runtime and diesel usage
- Operate and service HVACR systems, including heat pumps, air conditioning, and refrigeration units
- Apply woodworking safety, tool handling, and joint-making skills to assist in on-site repairs and builds
- Conduct equipment inspections and fault identification across core technical systems
- Support lodge environmental sustainability through efficient resource use and maintenance protocols
- Implement waste and recycling management practices, including segregation and reduction strategies
- Demonstrate awareness of emergency hazards, fire risks, and safe responses in technical work environments

Topics Covered

- Advanced Customer Service in Maintenance
- Pool Chemistry, Equipment, and Water Management
- Solar & Generator Systems: Maintenance, Storage & Efficiency
- HVACR: Heating, Ventilation, Air Conditioning, Refrigeration
- Woodwork: Tools, Joints, Power Tools, and Safe Work Practices
- Environmental Sustainability and Preventative Maintenance
- Waste Management, Recycling & Pollution Reduction
- Emergency Response, Fire Safety & Hazard Awareness



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